

DEC 13 2004

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IN THE UNITED STATES PATENT AND TRADEMARK OFFICE

In re Application of

Richard E. Harper, et al.

Serial No.: 09/929,142

Group Art Unit: 2113

Filed: August 15, 2001

Examiner: Christopher S. McCarthy

For: METHOD AND SYSTEM FOR REDUCTION OF SERVICE COSTS BY  
DISCRIMINATION BETWEEN SOFTWARE AND HARDWARE ARE  
INDUCED OUTAGES

Honorable Commissioner of Patents  
Alexandria, VA 22313-1450  
Box AF

AMENDMENT UNDER 37 C.F.R. §1.116

Sir:

In response to the Office Action dated October 12, 2004, please amend the above-identified application as follows:

INTRODUCTORY COMMENTS

Amendments to the Claims are reflected in the listing of claims which begins on page 2 of this paper. No new matter has been added.

Remarks begin on page 12 of this paper.